

**METHOD AND APPARATUS FOR FACILITATING COMMUNICATION  
REGARDING A CUSTOMER**

**ABSTRACT OF THE DISCLOSURE**

- 5           A system, method, apparatus, means, and computer program code for  
facilitating communication between one or more referral sources and one or more  
service providers. A party or device implementing the methods disclosed herein may  
receive leads or other information from a referral source, create a lead from  
information received from a referral source, provide some or all of the information to  
10   a service provider, and receive updates to the lead or information from the service  
provider. The party or device may implement a Web site to coordinate activities  
between referral sources and service providers.